The Baldwin County Library Cooperative, Inc.

A Charitable Non-Profit 501(c)3 Corporation
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Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

CC Docket No. 96-45
CC Docket No. 02-6

Billed Entity Name: Orange Beach Public Library
Billed Entity Number: 152147
Form 471 Application Number: 528564

Contact Information:

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Please consider this a **Request for Review** for the rejected Form 486 Funding Year 2006 - 2007 for the Orange Beach Public Library.

In February of 2006 I was appointed Director of the Baldwin County Library Cooperative. We are a small group of 10 libraries in Baldwin County, Alabama. We are mostly autonomous but have a common circulation system, interlibrary loan program and apply for state aid as a group.

As director of the cooperative I also file for erate reimbursement for seven libraries. My first official duty was to file Form 471 for Funding Year 2006 -2007. As the

former director had already left, I relied on past filings and information from the Client Services Bureau at USAC to guide me to a successful submission. I was aware that to file for internet reimbursement the library had to be CIPA compliant. Only one of our libraries files for internet reimbursement and they are CIPA compliant. The remaining libraries file only for telecommunications and, as I understood the rule, did not need to be CIPA compliant. I thought we were covered.

I filled out the Form 471 for Orange Beach for telecommunications reimbursement, only. Included in the form were several Centrex phone lines. I looked this up on the Eligible Services List and saw that it was an eligible category.

In October I received an email from Program Integrity Assurance (PIA) requesting information regarding a technology plan. I responded via email that "Orange Beach Public Library does not have an approved technology plan because we are applying for support for telecommunication service only." My response was not questioned by PIA and I thought the matter was resolved.

I have since learned that to apply for telecommunication reimbursement for Centrex connections, USAC requires that the library have a technology plan approved by the Alabama Public Library Service (APLS). The Baldwin County Library cooperative does, indeed, have an approved technology plan on file at APLS that covers all seven libraries through 2007. I have included a copy of the plan and the approval document from APLS.

In summary, The Baldwin County Library Cooperative has met the criteria for reimbursement from USAC. I simply did not know that a technology plan was required for Centrex telephone service. When I was finally informed of my error, I had already responded to School and Libraries Division (SLD) that Orange Beach Public Library did not need a technology plan because we are applying for telecommunication services only. If someone with PIA or Client Services had told me that we needed a technology plan I would have produced it.
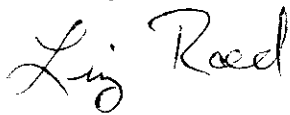
According to the guidelines established by the Schools and Libraries Programmatic Subcommittee of the USAC board of directors, there are four circumstances when appeals can be granted by USAC. Our Request for Review meets criteria two of the Appeals Guidelines from the USAC web site. which states:

"When the appeal makes clear that the applicant made a mistake in information provided in or with the application leading to funding denial and that USAC could have identified the mistake in information provided with the application."

I sincerely hope that this lack of information provided to me will not jeopardize the continuation of services for the Orange Beach Public Library. We are a small cooperative consisting of small libraries. Funding is always an issue and erate reimbursement goes a long way to bring technology to the citizens of Baldwin County.

If you have any questions, please call me. I look forward to a resolution of this matter that will benefit the patrons of the Baldwin County Library Cooperative.

Sincerely,

Liz Reed
Director
bclcdirector@gulftel.com

TECHNOLOGY GOAL 1:   Baldwin County Library Cooperative (BCLC) will monitor the integrated management system and coordinate common policies and procedures for successful management among member libraries.

Explanation: With LSTA Library Technology grant funds and Video Tape Tax money, the libraries of Baldwin County were able to implement an online integrated management system. This system created a common catalog for the eleven member libraries in the Cooperative. Phase Two of the project was completed in the summer of 2002. Ongoing management and maintenance of the system is the responsibility of BCLC in cooperation with member libraries.

Technology Objective 1.1: To improve the services, functionality and troubleshooting capacity of BCLC to maintain the integrated management system.

Supporting Activities
A. To continue to monitor the day-to-day maintenance on the servers and to guide member libraries in the assessment and troubleshooting of system problems. Ongoing.
B. To coordinate with the vendor on the implementation of upgrades and to provide information and training materials on those upgrades as needed. Ongoing.
C. To ensure that member libraries comply with security and virus protection measures. Ongoing.
D. To coordinate the expansion of services and the development of common policies to address new services. Ongoing.
E. To monitor PAC and database statistics to evaluate and improve services.
F. To explore options with local Internet Service Providers or other vendors for a more secure network (fiber optics, VPN, etc.). Ongoing.
G. To ensure that the new building will have sufficient technological infrastructure for current and expanded use. Summer 2004 and ongoing.

TECHNOLOGY GOAL 2:   **BCLC will provide training and continuing education for all levels of library staff to accommodate changing roles and technological advances.**

Explanation: With the move to a new building and the outfitting of a technology center, BCLC will be able to provide training and educational opportunities for staff at all member libraries, including staff orientation and more advanced training. Training may include in-

house, vendor or outside professional opportunities.

Technology Objective 2.1: BCLC will support well-trained staff at county libraries by providing training and coordination of educational opportunities in connection to the integrated management system.

Supporting Activities
A. BCLC will host meetings and training sessions related to TLC circulation and cataloging. Ongoing.
B. BCLC will provide member libraries with updated manuals and tip sheets on new services and features of the integrated management system. Ongoing.
C. BCLC will inform member libraries of continuing education opportunities related to enhancements in technology specifically related to the integrated management system. Ongoing.

TECHNOLOGY GOAL 3:　　　**BCLC aims to maintain excellent communication with member libraries, and with patrons regarding changes and upgrades in technology.**

Explanation: As the coordinator of services and the day-to-day manager of the integrated management system, it is imperative that BCLC maintain positive relations through communication with members, staff and most especially patrons, regarding changes, upgrades and system problems.

Technology Objective 3.1: BCLC will coordinate with member libraries on patron communication regarding technology changes and opportunities.

Supporting Activities
A. BCLC will promote the use of common signage and public relations materials regarding PAC usage policies, additions and upgrades. Ongoing.
B. BCLC staff will communicate via memos, email and fax to ensure all member libraries receive the same information regarding TLC maintenance issues, changes to the system, and upgrades. Ongoing.
C. BCLC will work with member libraries to encourage patron education and training opportunities in the use of the PAC. Ongoing.

TECHNOLOGY GOAL 4:　　　**BCLC will encourage the use of the Internet and the Alabama Virtual Library as valuable resources, and to continue to develop BCLC's presence on the Web.**

Technology Objective 4.1 To improve and increase use of electronic resources among patrons.

Supporting Activities
A. Working with member libraries, BCLC will promote the use of Internet and Alabama Virtual Library resources to all residents of the county. Ongoing.
B. When possible, BCLC will provide technological support for new and enhanced online resources. Ongoing.
C. BCLC will advocate for the development of rational policies for online use and the purchase of cost-effective telecommunications resources. Ongoing.
D. As appropriate, BCLC will encourage support of Web-based subscription services to expand the resources of member libraries. Ongoing.

TECHNOLOGY GOAL 5:   **BCLC will seek ways to expand the use of Video Tape Tax funding to offer more access to resources on a county-wide basis.**

Explanation: The Baldwin County Commission established the Video Tape Tax in 1995 for the use of the county public libraries and the county literacy agencies. The Directors of the member libraries decide each year how the funds are to be spent. In the past, these monies have been used to pay the annual maintenance costs for the integrated management system, the courier service and other costs common to all libraries.

Technology Objective 5.1: To enhance and expand the integrated management system as needed to keep up with technological changes.

Supporting Activities
A. Working with member libraries, BCLC will explore new sources of funding for common technology goals. 2005.
B. BCLC will encourage cost-sharing among member libraries for common technology goals. Ongoing.
C. BCLC will continue to work with member libraries in using the video tape tax funds to support the ongoing maintenance and upgrades to the integrated management system. Ongoing.

TECHNOLOGY GOAL 6:   **BCLC will promote access to materials and information by sharing resources with member libraries and, if necessary, by borrowing materials statewide, regionally or nationally through BCLC's Interlibrary Loan Service (ILL).**

Explanation: BCLC's integrated management system allows for resource sharing by

electronically placing, forwarding and storing hold requests within the system. This automated process expedites the filling and routing by courier of hold requests to any member library of the patron's choice. The system also offers patrons the option of placing their own holds through the public access catalog.

BCLC is not yet a fully participating library within the OCLC/SOLINET WEB-ILL organization (we are currently only borrowers, not lenders). We are awaiting the Alabama Public Library Service's (APLS) development of a standard Z39.50 compliant electronic catalog whereby all Alabama public libraries' collection records will be accessible, uniform and searchable. Following the technological development, as lenders, we will be able to loan our materials to libraries both statewide, regionally and nationally.

Technology Objective 6.1: BCLC will expand Inter-library Loan use from member libraries and work toward Web-ILL membership.

Supporting Activities

A. Effective April 1, 2003, BCLC began utilizing the OCLC/SOLINET WEB-ILL electronic database, as funded and authorized by APLS, to request ILL materials for our member libraries. Continuous and ongoing.
B. The BCLC ILL Librarian currently utilizes an Approach database management system for record keeping and tracking of all ILL transactions. Continuous and ongoing.
C. The BCLC ILL Librarian monitors compliance with the copyright law (Title 17, U.S. Code) and its accompanying guidelines. Continuous and ongoing.
D. Quarterly statistical reports of ILL activities are prepared for the BCLC Director's use. Ongoing.
E. BCLC coordinates the courier service to all member libraries in the Cooperative. Ongoing.
F. BCLC will strive to improve our responsiveness in the delivery of received ILL materials by adding additional and full courier service to Bay Minette, Loxley, Robertsdale and Silverhill as funding allows. Summer 2005.

Measurement of Success and Source of Funding
Being able to utilize the OCLC/SOLINET WEB-ILL product has been a major advance in providing ILL service. It has proven to be a more direct means of requesting needed materials not found within the county Cooperative. Although not entirely a paperless process, printed ILL records are uniform in format and have unique numerical identifiers to track the status of a request when patron inquiries arise. A single ILL request can cycle through as many as five potential lenders thereby increasing the chances of having the request filled in a timely manner. Renewal of items is conducted electronically. Overall, this has become a much more streamlined service that ultimately benefits our patrons. Because patrons continue to receive their materials in a timely manner, we feel that this goal has been successfully met. It is our commitment to provide quality ILL service and reference assistance to our patrons.

With regard to funding, the Baldwin County Video Tape Tax funds the courier service and libraries in the Cooperative supplement as needed. APLS pays the vendor for our membership to OCLC/SOLINET WEB-ILL.

TECHNOLOGY GOAL 7: BCLC will work with member libraries to create centralized cataloging and authority control for the common catalog.

Explanation: Baldwin County municipal libraries have done their own cataloging for a number of years. Formerly, there was centralized cataloging at the cooperative, but due to staff shortages and workload, this practice was discontinued. With the merger of data files from nine different libraries, the need for authority control, both retrospective and ongoing is great.

Technology Objective 7.1: To increase patron use of the catalog for searching and patron account management.

Supporting Activities
A. In concert with cooperative members, BCLC staff will work toward cleaning up the catalog and establishing tighter authority control. Ongoing.
B. BCLC will research grant opportunities to, or propose other cost-sharing measures, to hire a technical services specialist to clean up the catalog. 2004.
C. Cooperative members will begin discussing the possibility of centralized cataloging, the costs involved, staffing issues and cost-sharing. 2005.

TECHNOLOGY GOAL 8: BCLC will investigate the possibility of online, real-time access to circulation and PAC on the bookmobile to improve responsiveness to those patrons.

Explanation: Bookmobile staff use a laptop (terminal services mode) for daily operations on the bookmobile. This allows only check in and check out of materials. It is currently not possible to check a patron's record, or search the catalog on the bookmobile.

Technology Objective 8.1: To have full access to the catalog and circulation records available in a stand-alone library.

Supporting Activities
A. BCLC will continue to research costs and grant opportunities for supporting satellite or other access to the PAC on the bookmobile. Ongoing.

TECHNOLOGY GOAL 9: BCLC will work toward the completion of a technology training center for use by member

libraries and the public.

Explanation: BCLC will move into a new building in 2004. The plans include a technology training center with up to eight terminals for use by staff and the public.

Technology Objective 9.1: To coordinate and manage a training program for member libraries.

Supporting Activities

A. Complete the construction and furnishing of the technology training center. *Early 2005*
B. Complete outfitting the technology with hardware and software. *2006*
C. Develop training program for member libraries. 2005.
D. Develop policies for local business and non-profit use of the training center. 2005.
E. Purchase and use software such as desktop publishing, etc. Ongoing.

Technology Plan Approval for Schools and Libraries Universal Service Program

The Alabama Public Library Service is certified by the Schools and Libraries Division of USAC to approve Alabama public library technology plans for participation in the Schools and Libraries Universal Service Program.

Baldwin County Library Cooperative has a technology plan that has met the standards and criteria outlined in the following checklist. This technology plan is valid from 2003 until 2007.

CHECKLIST:

Successful technology plans align the overall education or library service improvement objectives with the following five criteria. To qualify as an approved technology plan for a Universal Service Program discount, the plan must meet these criteria. It is critical that technology planning not be viewed or treated as a separate exercise dealing primarily with hardware and telecommunications infrastructure. There must be connections between the proposed physical infrastructure of the information technology and the plan for professional development, curriculum reform, and library service improvements.

    X   The plan establishes clear goals and a realistic strategy for using telecommunications and information technology to improve education or library services.

    X   The plan has a professional development strategy to ensure that staff know how to use the new technologies to improve education or library services.

    X   The plan includes an assessment of the telecommunication services, hardware, software, and other services that will be needed to improve education or library services.

    X   The plan provides for a sufficient budget to acquire and maintain the hardware, software, professional development, and other services that will be needed to implement the strategy for improved education or library services.

    X   The plan includes an evaluation process that enables the school or library to monitor progress toward the specified goals and made mid-course corrections in response to new developments and opportunities as they arise.

APPROVED BY:

Annie L. Brown

DATE: 6/23/04

Annie L. Brown, Head
Networking, Development and Planning

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